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LYNN FAZZ  
CLERK OF SUPERIOR COURT  
YUMA ARIZONA 85364

IN THE SUPERIOR COURT OF THE STATE OF ARIZONA  
IN AND FOR THE COUNTY OF YUMA

In the Matter of:

LANGUAGE INTERPRETERS AND  
ACCESS TO COURTS BY PERSONS  
WITH LIMITED ENGLISH PROFICIENCY

Administrative Order  
2012-12

WHEREAS, the United States Department of Justice has issued a letter of guidance to all State Court Administrators regarding Title VI requirements, a copy of which is attached as Exhibit A; and

WHEREAS, Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and Executive Order 13166, 65 FR 50121 require that the Court have a Limited English Proficiency Plan / Language Access Plan ("LEP Plan" / "LAP Plan") and policies in place to implement the LEP / LAP Plan; therefore,

**IT IS ORDERED:**

1. The LEP / LAP Plan is hereby adopted and attached as Exhibit B.
2. The Language Interpreters and Access to Courts by Persons with Limited English Proficiency Policy, attached as Exhibit C is hereby adopted.
3. The LEP / LAP Plan and Policy shall apply to the Superior Court, Adult Probation Department, Juvenile Court, as well as the Clerk of the Superior Court and is effective immediately.

DATED this 7<sup>th</sup> day of May, 2012.



Honorable John N. Nelson  
Presiding Judge

**Copies to:**

Hon. John N. Nelson  
Hon. Mark Wayne Reeves  
Hon. John Paul Plante  
Hon. Larry Kenworthy  
Hon. David M. Haws  
Hon. Maria Elena Cruz  
Hon. Kathryn Stocking-Tate  
Hon. Denise D. Gaumont  
Hon. Lisa W. Bleich  
Hon. Lynn Pazz, Clerk of the Superior Court  
Margaret C. Guidero, Court Administrator  
Kathleen M. Schaben, Trial Court Administrator  
Steve Hardy, Chief Adult Probation Officer  
Tim Hardy, Director of Juvenile Court Services  
Cary W. Meister, Court IT Manager  
Jon Smith, Yuma County Attorney  
Michael Breeze, Yuma Public Defender  
Jose de la Vara, Yuma Legal Defender  
Ronald F. Jones, Conflict Administrator  
Yuma County Bar Association  
Sherri L. Williams, Caseflow Manager  
Esther Neblina, Court Interpreter Supervisor



U. S. Department of Justice

Civil Rights Division

Assistant Attorney General

Washington, D.C. 20530

August 16, 2010

Dear Chief Justice/State Court Administrator:

In the past decade, increasing numbers of state court systems have sought to improve their capacity to handle cases and other matters involving parties or witnesses who are limited English proficient (LEP). In some instances the progress has been laudable and reflects increased recognition that language access costs must be treated as essential to sound court management. However, the Department of Justice (DOJ) continues to encounter state court language access policies or practices that are inconsistent with federal civil rights requirements. Through this letter, DOJ intends to provide greater clarity regarding the requirement that courts receiving federal financial assistance provide meaningful access for LEP individuals.

Dispensing justice fairly, efficiently, and accurately is a cornerstone of the judiciary. Policies and practices that deny LEP persons meaningful access to the courts undermine that cornerstone. They may also place state courts in violation of long-standing civil rights requirements. Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d *et seq.* (Title VI), and the Omnibus Crime Control and Safe Streets Act of 1968, as amended, 42 U.S.C. § 3789d(e) (Safe Streets Act), both prohibit national origin discrimination by recipients of federal financial assistance. Title VI and Safe Streets Act regulations further prohibit recipients from administering programs in a manner that has the effect of subjecting individuals to discrimination based on their national origin. *See* 28 C.F.R. §§ 42.104(b)(2), 42.203(e).

The Supreme Court has held that failing to take reasonable steps to ensure meaningful access for LEP persons is a form of national origin discrimination prohibited by Title VI regulations. *See Lau v. Nichols*, 414 U.S. 563 (1974). Executive Order 13166, which was issued in 2000, further emphasized the point by directing federal agencies to publish LEP guidance for their financial assistance recipients, consistent with initial general guidance from DOJ. *See* 65 Fed. Reg. 50,121 (Aug. 16, 2000). In 2002, DOJ issued final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons. 67 Fed. Reg. 41,455 (June 18, 2002) (DOJ Guidance). The DOJ Guidance and subsequent technical assistance letters from the Civil Rights Division explained that court systems receiving federal financial assistance, either directly or indirectly, must provide meaningful access to LEP persons in order to comply with Title VI, the Safe Streets Act, and their implementing regulations. The federal requirement to provide language assistance to LEP individuals applies notwithstanding conflicting state or local laws or court rules.

Despite efforts to bring courts into compliance, some state court system policies and practices significantly and unreasonably impede, hinder, or restrict participation in court proceedings and access to court operations based upon a person's English language ability. Examples of particular concern include the following:

1. Limiting the types of proceedings for which qualified interpreter services are provided by the court. Some courts only provide competent interpreter assistance in limited categories of cases, such as in criminal, termination of parental rights, or domestic violence proceedings. DOJ, however, views access to *all* court proceedings as critical. The DOJ Guidance refers to the importance of meaningful access to courts and courtrooms, without distinguishing among civil, criminal, or administrative matters. *See* DOJ Guidance, 67 Fed. Reg. at 41,462. It states that "every effort should be taken to ensure competent interpretation for LEP individuals during *all* hearings, trials, and motions," *id.* at 41,471 (emphasis added), including administrative court proceedings. *Id.* at 41,459, n.5.

Courts should also provide language assistance to non-party LEP individuals whose presence or participation in a court matter is necessary or appropriate, including parents and guardians of minor victims of crime or of juveniles and family members involved in delinquency proceedings. Proceedings handled by officials such as magistrates, masters, commissioners, hearing officers, arbitrators, mediators, and other decision-makers should also include professional interpreter coverage. DOJ expects that meaningful access will be provided to LEP persons in all court and court-annexed proceedings, whether civil, criminal, or administrative including those presided over by non-judges.

2. Charging interpreter costs to one or more parties. Many courts that ostensibly provide qualified interpreters for covered court proceedings require or authorize one or more of the persons involved in the case to be charged with the cost of the interpreter. Although the rules or practices vary, and may exempt indigent parties, their common impact is either to subject some individuals to a surcharge based upon a party's or witness' English language proficiency, or to discourage parties from requesting or using a competent interpreter. Title VI and its regulations prohibit practices that have the effect of charging parties, impairing their participation in proceedings, or limiting presentation of witnesses based upon national origin. As such, the DOJ Guidance makes clear that court proceedings are among the most important activities conducted by recipients of federal funds, and emphasizes the need to provide interpretation free of cost. Courts that charge interpreter costs to the parties may be arranging for an interpreter's presence, but they are not "providing" the interpreter. DOJ expects that, when meaningful access requires interpretation, courts will provide interpreters at no cost to the persons involved.

3. Restricting language services to courtrooms. Some states provide language assistance only for courtroom proceedings, but the meaningful access requirement extends to court functions that are conducted outside the courtroom as well. Examples of such court-managed offices, operations, and programs can include information counters; intake or filing offices; cashiers; records rooms; sheriff's offices; probation and parole offices; alternative dispute resolution programs; *pro se* clinics; criminal diversion programs; anger management classes; detention facilities; and other similar offices, operations, and programs. Access to these points of public contact is essential to the fair administration of justice, especially for unrepresented LEP persons. DOJ expects courts to provide meaningful access for LEP persons to such court operated or managed points of public contact in the judicial process, whether the contact at issue occurs inside or outside the courtroom.

4. Failing to ensure effective communication with court-appointed or supervised personnel. Some recipient court systems have failed to ensure that LEP persons are able to communicate effectively with a variety of individuals involved in a case under a court appointment or order. Criminal defense counsel, child advocates or guardians *ad litem*, court psychologists, probation officers, doctors, trustees, and other such individuals who are employed, paid, or supervised by the courts, and who are required to communicate with LEP parties or other individuals as part of their case-related functions, must possess demonstrated bilingual skills or have support from professional interpreters. In order for a court to provide meaningful access to LEP persons, it must ensure language access in all such operations and encounters with professionals.

DOJ continues to interpret Title VI and the Title VI regulations to prohibit, in most circumstances, the practices described above. Nevertheless, DOJ has observed that some court systems continue to operate in apparent violation of federal law. Most court systems have long accepted their legal duty under the Americans with Disabilities Act (ADA) to provide auxiliary aids and services to persons with disabilities, and would not consciously engage in the practices highlighted in this letter in providing an accommodation to a person with a disability. While ADA and Title VI requirements are not the same, existing ADA plans and policy for sign language interpreting may provide an effective template for managing interpreting and translating needs for some state courts.

Language services expenses should be treated as a basic and essential operating expense, not as an ancillary cost. Court systems have many operating expenses – judges and staff, buildings, utilities, security, filing, data and records systems, insurance, research, and printing costs, to name a few. Court systems in every part of the country serve populations of LEP individuals and most jurisdictions, if not all, have encountered substantial increases in the number of LEP parties and witnesses and the diversity of languages they speak. Budgeting adequate funds to ensure language access is fundamental to the business of the courts.

We recognize that most state and local courts are struggling with unusual budgetary constraints that have slowed the pace of progress in this area. The DOJ Guidance acknowledges that recipients can consider the costs of the services and the resources available to the court as part of the determination of what language assistance is reasonably required in order to provide meaningful LEP access. *See id.* at 41,460. Fiscal pressures, however, do not provide an exemption from civil rights requirements. In considering a system's compliance with language access standards in light of limited resources, DOJ will consider all of the facts and circumstances of a particular court system. Factors to review may include, but are not limited to, the following:

- The extent to which current language access deficiencies reflect the impact of the fiscal crisis as demonstrated by previous success in providing meaningful access;
- The extent to which other essential court operations are being restricted or defunded;
- The extent to which the court system has secured additional revenues from fees, fines, grants, or other sources, and has increased efficiency through collaboration, technology, or other means;
- Whether the court system has adopted an implementation plan to move promptly towards full compliance; and
- The nature and significance of the adverse impact on LEP persons affected by the existing language access deficiencies.

DOJ acknowledges that it takes time to create systems that ensure competent interpretation in all court proceedings and to build a qualified interpreter corps. Yet nearly a decade has passed since the issuance of Executive Order 13166 and publication of initial general guidance clarifying language access requirements for recipients. Reasonable efforts by now should have resulted in significant and continuing improvements for all recipients. With this passage of time, the need to show progress in providing all LEP persons with meaningful access has increased. DOJ expects that courts that have done well will continue to make progress toward full compliance in policy and practice. At the same time, we expect that court recipients that are furthest behind will take significant steps in order to move promptly toward compliance.

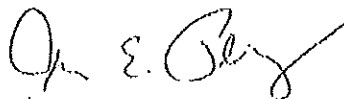
The DOJ guidance encourages recipients to develop and maintain a periodically-updated written plan on language assistance for LEP persons as an appropriate and cost-effective means of documenting compliance and providing a framework for the provision of timely and reasonable language assistance. Such written plans can provide additional benefits to recipients' managers in the areas of training, administering, planning, and budgeting. The DOJ Guidance goes on to note that these benefits should lead most recipients to document in a written LEP plan their language assistance services, and how staff and LEP persons can access those services. In court systems, we have found that meaningful access inside the courtroom is most effectively implemented in states that have adopted a court rule, statute, or administrative order providing for universal, free, and qualified court interpreting. In addition, state court systems that have strong leadership and a designated coordinator of language services in the office of the court administrator, and that have identified personnel in charge of ensuring language access in each courthouse, will more likely be able to provide effective and consistent language access for LEP

individuals. Enclosed, for illustrative purposes only, are copies of Administrative Order JB-06-3 of the Supreme Judicial Court of Maine, together with the September 2008 Memorandum of Understanding between that court and DOJ. Also enclosed for your information is a copy of "Chapter 5: Tips and Tools Specific to Courts" from DOJ, *Executive Order 13166 Limited English Proficiency Document: Tips and Tools from the Field* (2004).

The Office of Justice Programs provides Justice Assistance Grant funds to the states to be used for state and local initiatives, technical assistance, training, personnel, equipment, supplies, contractual support, and criminal justice information systems that will improve or enhance criminal justice programs including prosecution and court programs. Funding language services in the courts is a permissible use of these funds.

DOJ has an abiding interest in securing state and local court system compliance with the language access requirements of Title VI and the Safe Streets Act and will continue to review courts for compliance and to investigate complaints. The Civil Rights Division also welcomes requests for technical assistance from state courts and can provide training for court personnel. Should you have any questions, please contact Mark J. Kappelhoff, Acting Chief, Federal Coordination and Compliance Section (formally known as Coordination and Review Section) at (202) 307-2222.

Sincerely,

A handwritten signature in dark ink, appearing to read "Th. E. Perez", with a stylized flourish at the end.

Thomas E. Perez  
Assistant Attorney General

Enclosures

# **Superior Court in Yuma County**

## **Language Access Plan (LAP)**

### **I. Legal Basis and Purpose**

This document serves as the plan for the Arizona Superior Court in Yuma County to provide to persons with limited English proficiency (LEP) services that are in compliance with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.; 45 C.F.R. § 80.1 et seq.; and 28 C.F.R. § 42.101–42.112). The purpose of this plan is to provide a framework for the provision of timely and reasonable language assistance to LEP persons who come in contact with the Superior Court in Yuma County.

This language access plan (LAP) was developed to ensure meaningful access to court services for persons with limited English proficiency. Although court interpreters are provided for persons with a hearing loss, access services for them are covered under the Americans with Disabilities Act rather than Title VI of the Civil Rights Act, and therefore will not be addressed in this plan.

### **II. Needs Assessment**

#### **A. Statewide**

The State of Arizona provides court services to a wide range of people, including those who speak limited or no English. From a statewide perspective, the following languages were listed with the greatest number of speakers who spoke English less than “Very Well” in Arizona (according to Census report dated April 2010):

1. Spanish
2. Navajo
3. Chinese
4. Vietnamese
5. Arabic

#### **B. Superior Court in Yuma County**

The Superior Court in Yuma County will make every effort to provide services to all LEP persons. However, the following list shows the foreign languages that are most frequently used in this court’s geographic area.

1. Spanish
2. Korean
3. Mandarin Chinese

This information is based on data collected from data maintained by Court Interpretation and Translation Services and invoices submitted for interpreter services.



48     **III.     Language Assistance Resources**

49             **A.     Interpreters Used in the Courtroom**

50                     **1.     Providing Interpreters in the Courtroom**

51  
52     In the Superior Court in Yuma County, interpreters will be provided at no cost to court  
53     customers who need such assistance under the following circumstances:

- 54         •     For litigants and witnesses in criminal hearings;  
55         •     For litigants and witnesses in juvenile hearings;  
56         •     For litigants and witnesses in hearings involving domestic violence and elder abuse,  
57             family law and child support cases, to the extent that funding is provided;  
58         •     For litigants who need assistance when using family court services, to the extent that  
59             funding is provided; and,  
60         •     For litigants and witnesses in civil hearings, to the extent that funding is provided.

61  
62     It is the responsibility of the private attorney, Public Defender or County Attorney to provide  
63     qualified interpretation and translation services for witness interviews, pre-trial transcriptions  
64     and translations and attorney/client communications out of court proceedings.

65                     **2.     Determining the Need for an Interpreter in the Courtroom**

66  
67     The Superior Court in Yuma County may determine whether an LEP court customer needs an  
68     interpreter for a court hearing in various ways.

69  
70     The need for a court interpreter may be identified prior to a court proceeding by the LEP person  
71     or on the LEP person's behalf by counter staff, self-help center staff, family court services, or  
72     outside justice partners such as Yuma County Adult Detention Facility staff, Limited Jurisdiction  
73     Courts staff, Defense Attorneys, County Attorneys, Victims Services, Probation Officers, Law  
74     Enforcement Officers, Social Workers.

75  
76     Signage that indicates availability of LEP assistance and interpreter services will be posted in the  
77     Yuma County Justice Center at the following locations: Reception Desk(s), Superior Court  
78     Clerk's Office and the Law Library.

79  
80     The need for an interpreter also may be made known in the courtroom at the time of the  
81     proceeding. In a case where the court is mandated to provide an interpreter, but one is not  
82     available at the time of the proceeding, even after the court has made all reasonable efforts to  
83     locate one, as previously outlined in this plan, the case will be postponed and continued on a date  
84     when an interpreter can be provided.

85  
86                     **3.     Court Interpreter Registry and Listserv**

87  
88     The AOC maintains a statewide roster of individuals who indicate they have interpreting  
89     experience and have expressed interest in working in the courts. This roster is available to court

staff on the Internet at <http://www.interpreters.courts.az.gov>.

Additionally, the court will participate and use a statewide listserv created by the AOC which provides an open forum allowing courts to communicate via email on court interpreter-related matters. The listserv is an excellent resource to locate referrals for specific language needs.

#### **B. Language Services Outside the Courtroom**

The Superior Court in Yuma County is also responsible for taking reasonable steps to ensure that LEP individuals have meaningful access to services outside the courtroom. This is perhaps the most challenging situation facing court staff, because in most situations they are charged with assisting LEP individuals without an interpreter present. LEP individuals may come in contact with court personnel via the phone, the public counter, or other means.

The following have regular contact with LEP individuals;

- Court Security
- Receptionist
- Clerk Staff
- Interpreter Staff
- Judicial Staff (Judicial Assistants and Bailiffs)
- Conciliation Staff
- Law Library Coordinator
- Judicial Assistance Unit

To facilitate communication between LEP individuals and court staff, the Superior Court in Yuma County uses the following resources to the degree that resources are available:

- Staff court interpreters or independent interpreter contractors;
- Bilingual employees;
- Bilingual volunteers;
- "I Speak" cards, to identify the individual's primary language;
- Written information in Spanish on how to access and navigate the court;
- Multilingual signage throughout courthouse locations in the following languages:
  - ✓ Spanish
- Telephonic interpreter services, (from contract interpreters or Language Line Services); and,
- A court public phone line with key instructions provided in Spanish to request court services.

To provide linguistically accessible services for LEP individuals, the Superior Court in Yuma County provides the following:

- Self-help center services that include: bilingual self-help center staff; bilingual family court services mediation staff for custody and visitation matters; and
- Written informational and educational materials and instructions in Spanish.

**C. Translated Forms and Documents**

The Arizona courts understand the importance of translating forms and documents so that LEP individuals have greater access to the courts' services. The Superior Court in Yuma County currently uses forms and instructional materials translated into Spanish.

- The court has translated the following documents into other languages:  
Fee Waiver and Deferral Forms—Spanish  
Translated Spanish documents will be added to the court Web site as resources permit.

These documents will be located at:  
The Yuma County Justice Center Law Library  
250 W. 2<sup>nd</sup> Street; Yuma, AZ 85364  
or on the Web site at <http://www.co.yuma.az.us/index.aspx?page=589>

Interpreters at court hearings are expected to provide sight translations of court documents and correspondence associated with the case.

**IV. Court Staff and Volunteer Recruitment**

**A. Recruitment of Bilingual Staff for Language Access**

The Superior Court in Yuma County is an equal opportunity employer and recruits and hires bilingual staff to serve its LEP constituents. Primary examples include but are not limited to:

- Court interpreters to serve as permanent employees of the court;
- Bilingual staff to serve at public counters and or self-help centers; and
- Bilingual staff available on call to assist with contacts from LEP individuals, as needed.

**B. Recruitment of Volunteers for Language Access**

The court also recruits and uses volunteers and interns to assist with language access in the following areas:

- In self-help centers, to assist LEP users;
- Judicial Assistance Unit

**V. Judicial and Staff Training:**

The Superior Court in Yuma County is committed to providing language access training opportunities for all judicial officers and staff members. Training and learning opportunities currently offered will be expanded or continued as needed. *Those opportunities include the following two training sessions that are currently in development:*

- Interpreter coordinator training;
- LAP training for all court staff;

*The following two trainings are offered by Yuma County Human Resources:*

- Diversity Training;
- New employee orientation training; and,
- Judicial officer orientation on the use of court interpreters and language competency.
- Staff is encouraged to enroll in Spanish classes offered at local colleges and to apply for tuition reimbursement.

## **VI. Public Outreach and Education**

To communicate with the court's LEP constituents on various legal issues of importance to the community and to make them aware of services available to all language speakers, the Superior Court in Yuma County provides community outreach and education and seeks input from its LEP constituency to further improve services. Outreach and education efforts that will be developed include:

- Public service press releases in English and Spanish provided periodically through newspapers or the Court Web site;
- Flyers in English and Spanish providing information on the services offered by the court; the availability of self-help center services and public workshops (if any); and,
- Partnerships and collaborations with Community Legal Services and the Yuma County Bar Association to provide a court presence in the LEP community. The court will solicit input from the LEP community and its representatives through meetings and will seek to inform community service organizations on how LEP individuals can access court services.

## **VII. Public Notification and Evaluation of LAP**

### **A. LAP Approval and Notification**

The Superior Court in Yuma County's LAP is subject to approval by the presiding judge and court executive officer. Upon approval, please forward a copy to the AOC Court Services Division. Any revisions to the plan will be submitted to the presiding judge and court executive officer for approval, and then forwarded to the AOC. Copies of Superior Court in Yuma County's LAP will be provided to the public on request and is posted on the court's Web site.

### **B. Annual Evaluation of the LAP**

The Superior Court in Yuma County will routinely assess whether changes to the LAP are needed. The plan may be changed or updated at any time but reviewed not less frequently than once a year.

Each year, the court's Trial Court Administrator will review the effectiveness of the court's LAP and update it as necessary. The evaluation will include identification of any problem areas and development of corrective action strategies.

*Elements of the evaluation will include:*

- Number of LEP persons requesting court interpreters;
- Assessment of current language needs to determine if additional services or translated materials should be provided;
- Solicitation and review of feedback from LEP communities within the county;
- Assessment of whether court staff adequately understand LEP policies and procedures and how to carry them out;
- Review of feedback from court employee training sessions; and,
- Customer satisfaction feedback.

**C. Trial Court Language Access Plan Coordinator:**

Kathleen M. Schaben, Trial Court Administrator  
250 W. 2<sup>nd</sup> Street  
Yuma, AZ 85354  
(928) 817-4090, [kschaben@courts.az.gov](mailto:kschaben@courts.az.gov)

**D. AOC Language Access Contact:**

Carol Mitchell, Court Access Specialist  
Court Services Division  
Administrative Office of the Courts  
1501 W. Washington Street, Suite 410  
Phoenix, AZ 85007  
(602) 452-3965, [cmitchell@courts.az.gov](mailto:cmitchell@courts.az.gov)

**E. LAP Effective date:** January 1, 2012

**F. Approved by:**

Presiding Judge:

Date:

1/3/12

Court Administrator:

Date:

01-03-12

## **Language Interpreters and Access to the Courts Policy**

Pursuant to the Superior Court in Yuma County Language Access Plan signed on 1/3/12, the court is committed to providing language access to all court users at no cost to the parties.

Currently, Superior Court in Yuma County has two Spanish Interpreters on staff.

Spanish⇌English services that can't be provided by staff will be provided by contract interpreters. Contract interpreters will provide services for all other languages. Under normal circumstances, at least one week's notice is necessary for Spanish interpreter services. Two week's notice should be given for all other languages.

- The Court identifies criminal defendants who require interpreter services in the AJACS Case Management System.
- Attorneys must inform the Court of services required for victims and witnesses.
- Attorneys and/or parties must inform the Court of services required for Domestic Relations and Civil cases.

The court will make all reasonable efforts to supply interpreters in all court proceedings where a party, witness or victim requires such services and will continue efforts to expand the services provided until all hearings for all case types can be covered.

If an interpreter cannot be secured for proceeding involving Limited English Proficiency (LEP) court users due to inadequate notice or lack of availability of qualified interpreters, the following alternative actions can be taken:

- Language Line Services (Telephonic Interpreter Services) can be used to conduct the hearing if the judge determines that this service is appropriate for the hearing.
- The proceeding will be continued and arrangements will be made for services for the next court date.
- If the parties appear in court for a Domestic Relations or Civil case with an interpreter(s) not approved as qualified for Superior Court in Yuma County, the parties may agree to proceed with judge approval. Prior to any stipulation to proceed, it should be made clear to the parties that either party can elect to continue the proceeding to receive an interpreter provided by the court, at no cost.
- In order to make reasoned decisions based on the accurate interpretation of the parties' testimony, the use of untrained interpreters and family members is strongly discouraged. Bilinguals (including non-interpreter staff) without appropriate training are unfamiliar with terminology in the target language; court protocol; modes of interpretation; and interpreter codes of ethics. Untrained bilinguals may not recognize conflicts of interest and are typically unable to provide a complete rendition of all communications.

## **Interpreter Services Priorities**

### **In Court**

1. Requests for and Hearings on:
  - Orders of Protection
  - Injunctions against Harassment
2. Mental Health Hearings
3. Juvenile Delinquencies and Dependencies
4. Criminal Hearings
5. Forcible Detainer Hearings
6. Title IV-D Child Support Hearings
7. Default Divorce Hearings
8. Hearings on the following case types have similar priority level and must be evaluated on a case by case basis.
  - Domestic Relations
  - Guardianships/Conservatorships
  - Probate
9. Civil Cases

### **Out of Court**

10. Conflict Administrator Attorneys Interviews-Jail
11. Conflict Administrator Attorneys Interviews-Office
12. Conciliation Court Mediation and Counseling Sessions

## **How to Obtain Services**

Contact the Court Interpreter's Office at (928) 817-4092; (928) 817-4051

Or

Email your request to [yumaci@courts.az.gov](mailto:yumaci@courts.az.gov)